Registered No. HSE–49/2012-2014. [Price : ₹: 22-00 Paise.

ఆంధ్ర ప్రదేశ్ రాజ పత్రము

THE ANDHRA PRADESH GAZETTE

PART - I EXTRAORDINARY

PUBLISHED BY AUTHORITY

No.195] HYDERABAD, THURSDAY, MARCH 29, 2012.

NOTIFICATIONS BY GOVERNMENT

—x—

MUNICIPAL ADMINISTRATION & URBAN DEVELOPMENT DEPARTMENT

(R)

SERVICE LEVEL BENCHMARKING FOR CORE URBAN SERVICES UNDER XIII FINANCE COMMISSION- PUBLICATION OF CURRENT SERVICE LEVELS AND MINIMUM SERVICE LEVEL TARGETS PROPOSED TO BE ACHIEVED FOR FINANCIAL YEAR 2012 - 13 FOR 4 ESSENTIAL URBAN SERVICES BY ALL URBAN LOCAL BODIES IN THE STATE.

*[**G.O. Ms. No. 154, Municipal Administration and Urban Development (R), 29th March, 2012.**]*

In exercise of the fulfilling the Condition No. 8 stipulated by the XIII Finance Commission under Para 10.161, the Governor of Andhra Pradesh hereby makes the current status against each indicator of four services i.e., Water Supply, Sewerage, Storm Water Drainage and Solid Waste Management, and minimum service standard targets to be achieved by fiscal year 2012-13 be all 167 Urban Local Bodies, is published in an extraordinary issue of the Andhra Pradesh Gazette, Dated : 29-03-2012, for compliance by the Urban Local Bodies.

WARANGAL REGION

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Jangaon	A.P	Sri Rajender Kumar	Municipal Commissioner Jangaon Municipality Warangal	98858 06753 98499 05875 08716-220431	mc.jangaonulb@gmail.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	55.06	60.6	99.2	105	0	0.33	37.4	35	1.50	1.50	92	95	76.00	78.0	67.55	70	55.17	60

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	86.8	86.8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	57.0	61.0	78.1	80.1	0	5	0	2	0	0	73.75	80	0	7	0	50

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	61.6	70	0	0

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Nagar Panchayat Parakala	A.P.	Sri B. Indrasena Reddy	O/o. Nagar Panchaytat Parakala	08713 – 241379	nagarapanchayatparakal@gmail.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	**100%**		**135 lpcd**		**100%**		**20%**		**24 hours**		**100%**		**80%**		**100%**		**90%**	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	50	55	47	60	0	20	68	50	3	5	95	97	70	80	43	50	29	50

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	**100%**		**100%**		**100%**		**100%**		**100%**		**20%**		**80%**		**100%**		**90%**	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	60	75	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	**100%**		**100%**		**100%**		**80%**		**100%**		**80%**		**100%**		**90%**	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	50	80	60	85	0	20	0	20	0	0	60	75	0	5	0	70

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	**100%**		**0**	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	60	80	0	0

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Nagar Panchayat Narasampet	A.P.	Sri K. Balakishan	Municipal Commissioner Nagar Panchayat, Narasamopet	08718 – 230005	mc.narsampet@gmail.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	64.8	67.0	47.5	47.5	0	0	40	35	0.23	0.23	65	90	68.8	78.0	73.6	77	55.0	61

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	71.3	75.0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	54.5	57.0	56.8	59.0	0	2	0	2	0	0	84.6	88.0	0	10	0	70

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	60	62	0	0

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Mahabubabad	A.P.	Sri N. Ravindra	O/o. Mahabubabad Municipality, Warangal	08719 – 240030	Mc_mhbad@yahoo.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	75.8	77	61	62	0	1.5	60	50	0.3	0.3	95	95	60	80	40.19	45	17.01	20

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	70.99	72	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	1.3	10%	89.2	90%	0	5	0	5	0	0	66	70	36	38	80	85

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	10.9	15%	2	0

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Jagtiyal Municipality	A.P	Sri J. R. Suresh	Municipal Council, Jagtiyal	9849905877 Fax: 08724 – 224335	Jgtyal_20097@ rediffmail.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	62.80	65.20	84.10	90	0	0	22	21.50	1.00	1.00	85	87	75.50	77	78.60	85.20	67.10	75

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	71.10	75.00	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	96	97	86.83	87	0.91	0.93	4.84	5	0	0	75	76	0	10	0	60

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	79.70	82.30	5	4

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Siricilla Municipality	A.P.	Sri B. Suman Rao	Municipal Council Siricilla	9849905879 08723 – 230482	mc.srcl2007@yahoo.co.in

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	49.3	53	92.54	93.6	0	40	35.71	30	1 Hour	1 Hour	98.09	99	78.15	80	42.99	50	36.2	45

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	85	86	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	94.23	100	64.99	70	0	5	0	5	0	0	75.47	80	0	10	70	80

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	69.30	70	3	2

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Korutla	A.P.	Sri M. Venkatesham	O/o. Korutla Municipality Karimnagar District	08725 – 252888	mc.korutla@gmail.com mc.korutla53@rediffmail.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	60	65	42	45	0	0.6	45	40	2	2	95.2	97	78	80	41	42	77.3	78

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	74	76	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	96	100	82	83	0	10	0	10	0	0	77.78	80	3.6	15	80	85

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	47	55	7	5

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Metpally	A.P.	Sri M. Rajaram	O/o. Municipal Council, Metpally	9866577636	mcmtpl@gmail.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	36.5	40	35	40	0	0.6	45	40	1	2	88	90	75	80	69	75	78	80

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	59	65	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	91	100	92	95	0	10	0	10	0	0	77	80	3	5	60	65

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	40	55	4	3

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Jammikunta	A.P.	Sri J Laksma Reddy	Nagar Panchayat Jammikunta	08727 – 253779, 255797	Mp.jammikunta@gmail.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	47.3	50	40.9	45	0	0.47	35	30.60	0.5	1.00	81	90	75	80	42	47	30.5	35

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	40	45	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	10	35	80	85	0	5	0	5	0	0	75	80	2	10	60	65

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	50	55	4	3

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Vemulavada Nagar Panchayat	A.P.	Sri Surender Rao	Nagar Panchayat Vemulavada	8008578959	

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	36.20	37.00	30.76	40	0	10	34.21	30	0.45	0.50	90.42	97	71.33	80	24.76	30	79.38	87

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	80	82	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	61.81	70	77.42	80	0	6	0	0.5	0	0	77.04	80	0	8	78	80

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	44.44	46	1	0

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Peddapalli	A.P.	Sri Md. Ayaz	O/o. Nagar Panchayat Peddapalli	08728 – 222323	Peddapalli.md@gmail.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	46.7	60	47	54	0	0.6	32	30	0.50	0.50	98	98	67.7	80	30	45	38	60

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	60	65	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	14.50	25	95	96	0	5	0	2	0	0	75	78	0	8	90	95

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	34	38	0	0

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Nagar Panchayat Huzarabad	A.P.	Sri V Devendar	O/o. Nagar Panchayat Huzarabad, Karimnagar Dist.	08727 – 252067	gphuzarabad@gmail.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	60	65	66	75	0	0.2	34	30	1	1	90	95	50	60	28	35	30	35

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	60	65	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	9	30	69	75	0	5	0	4	0	4	60	65	2	10	60	65

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	25	30	3	1

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Husnabad	A.P.	Sri M. Sudhakar	Husnabad Karinmnagar, District	08721 – 255455	nphusnabad@gmail.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	62.10	66	49.30	50	0	0	42.10	40.00	0.30	0.40	87.70	89	76	80	31.50	35	41.8	48.8

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	64	65	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	0	10.0	90.90	95	0	2	0	1	0	0	60	75	0	10	0	60

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	36	42	0	0

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Khammam	A.P.	Sri G. Naga Raju	Municipal Office Khammam	08742 – 225124, 223294	Mc_kmm@yahoo.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	40.20	48	110.50	111.50	0.20	0.40	35	30	1.00	1.50	80	90	72	80	76	82	48	59

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	88	90	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	78	87	76	88	0	5	0	5	0	0	76	80	0	10	0	70

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	68.50	72	11	08

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Kothagudam	A.P.	Sri M. Venkateswarulu	Kothagudham Municipality Khammam Dist.	9849905882 08744 – 242343	Commisssioner.kgm@rediffmail.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	**100%**		**135 lpcd**		**100%**		**20%**		**24 hours**		**100%**		**80%**		**100%**		**90%**	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	32.60	37.65	102.69	110	0	0.03	48.30	40.10	1.0	1.0	89.49	90	80	80	39	48	42.70	47.25

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	**100%**		**100%**		**100%**		**100%**		**100%**		**20%**		**80%**		**100%**		**90%**	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	70.25	75	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	**100%**		**100%**		**100%**		**80%**		**100%**		**80%**		**100%**		**90%**	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	90.90	96	98	95	0	10	0	8	0	0	58.80	68.82	0	5	0	80

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	**100%**		**0**	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	78	80	2	0

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Palvancha	A.P.	V. Samyukta Devi	Palvancha Municipality	9849905884	Plvncha_22103@yahoo.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	51.5	60	89	90	0	5	36.23	30	1.30	1.40	85.3	95	40	60	69.49	73	25	60

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	86.03	90	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	73	76	96	98	0	10	0	10	0	0	74	80	0	10	0	60

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	33	36	3	1

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Yellandu Municipality	A.P.	Sri Ahmed Safiullah	Yellandu Municipality	9849905883	gov.yld.mplty

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	59	62	54	54	0	0	31	28	1	1	82	90	78	80	96	96.18	13.99	16

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	80	80	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	68	75	66	70	0	0	0	0	0	0	75	80	0	8	0	60

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	63	66	3	1

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Manuguru	A.P.	Sri V. Surender	Municipal Office Manuguru	08746 – 222089 08746 – 223555	manugurumc@yahoo.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	0	5	28	30	0	0	100	100	0.75	1	85	87	79	80	0	0	0	0

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	76	80	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	88	90	86	88	0	5	0	10	0	0	72	75	0	0	0	0

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	63	70	2	1

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Sathupalli	A.P.	Sri D. Jagan	Nagar Panchayat Sathupalli, Khammam Dist.	08761 – 282081	Np_sathupalli@rediffmail.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	67	70	87	90	0	0.60	32	30	1.0	1.30	91	95	70	80	91	92	49	55

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	75	85	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	95	96	92	92	0	7	0	5	0	0	75	80	2	10	91	92

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	71	73	3	1

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Adilabad	A.P.	Sri A. Lingamurthy	Municipal Council Adilabad	08732 – 223638	mcadilabad@cdma.gov.in

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	35.90	50	129.49	135	0	5	67.72	40	1.5	2.0	92	95.01	68.3	80	37.32	50	16.12	50

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	71.6	85	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	82.94	90	100	100	0	20	0	51	0	0	75.34	80	0	10	0	80

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	63.20	80	2	0

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Bellampally	A.P.	Sri L.V. Ravindra Rao	Municipal Office, Bellampally Adilabad Dist	08735 - 222159	commissionerbpl@gmail.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	6.2	20	26.4	50	0	0	25.1	20	0.80	1.5	82.4	85	63.1	75	19.9	50	91.5	95

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	67.9	75	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	100	100	100	100	5	25	80	80	0	0	85.3	96	5.2	20	13.6	50

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	98	100	0	0

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Mancherial	A.P.	Sri Ch. Nageswar	Municipal Office Mancherial	9849905886 08736 -259577	manugurumc@yahoo.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	45.90	60	73	85	0	0	39	39	1	1	96	97	71	80	40	75	20.50	50

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	58.40	60	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	66.20	70	95.20	96	0	8	0	8	0	0	50.60	80	152	156	70	70

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	67	75	4	2

G-1277/4

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Nirmal	A.P.	Sri M. K. I. Ali	Municipal Office, Nirmal Adilabad Dist	08734 - 242553	

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	40.40	55	90.70	100	0	0.60	34	30	1.0	1.0	93	95	86.90	90	43.10	70	54.10	70

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	64.10	70	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	79.50	85	84.90	90	0	10	0	2	0	0	72.40	80	4.30	10	90	92

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	60	65	14	7

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Khagaznagar	AP	C.V.N. Raju	Municipal Council Khagaznagar	98499905890 08738 238057	kzvcommissioner@sify.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	25.08	40	43.02	70	0	0	26.29	20	1	1	100	100	79.5	80	85.99	90	71.75	85

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	75.3	80	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	73.3	80	76.5	80	0	5	0	3	0	0	88.7	90	0	10	0	60

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	56.1	70	3	1

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Mandamarri	AP	R. Triyambakeshwar Rao	H.No.12-26/3, Gowthamnagar, Macherial-504208	25611	mm_commissioner@yahoo.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	12.4	15	28.8	30	0	1.3	45	30	1.25	1.5	87	90	70	80	86.6	90	70	75

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	52.6	65	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	52.6	65	92.22	95	0	5	0	5	0	0	75	80	0	20	0	70

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	75.7	78	0	0

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Bhainsa	A.P.	Sri Md. Mohinuddin	Municipal Office, Bhainsa Adilabad Dist	9849905889	Mc_bhainsa@rediffmail.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	30.4	50	62.4	70	0	0	50.60	40	4.0	4.0	79.5	90	72	80	14	25	89.2	90

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	75.4	90	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	86.1	100	93.8	100	0	15	0	10	0	0	80	80	0	15	0	25

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	65	80	0	0

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Karimnagar Municipal Corporation	A.P.	Sri D. Amay Kumar	O/o. Karimnagar Municipal Corporation, Karimnagar	0878 – 2240624 0878 – 2243438	

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	73	78	75	80	0	10	30	35	6	6	95	95	80	80	85	85	80	82

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	78	80	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	84	85	94	95	0	5	0	5	0	0	80	82	10.56	50	48	50

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	46	50	25	20

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Ramagundam	AP	Sri Shahid Masood	Muicipal Office Ramagundam,Karminagar District.	08728 243082, 262150	

Water Supply Indicators

Indicator	Benchmarks	Current (2011 – 12)	Targets (2012 – 13)
Coverage of water supply Connections	100%	20.8	30
Per capita supply of water	135 lpcd	50.3	60
Extent of metering of water connections	100%	0	0.06
Extent of non revenue water	20%	55.50	45
Continuity of water supply	24 hours	1.5	2
Quality of water supplied	100%	82.45	90
Efficiency in redressal of customer complaints	80%	70.05	80
Cost recovery in water supply services	100%	36.5	40
Efficiency in collection of water supply- related charges	90%	52.7	60

Sewage Management (Sewerage and Sanitation)

Indicator	Benchmarks	Current (2011 – 12)	Targets (2012 – 13)
Coverage of toilets	100%	94.35	97
Coverage of sewage network services	100%	70.26	75
Collection efficiency of the sewage network	100%	0	0
Adequacy of sewage treatment capacity	100%	0	0
Quality of sewage treatment	100%	0	0
Extent of reuse and recycling of treated sewage	20%	0	0
Efficiency in redressal of customer complaints	80%	27.27	30
Extent of cost recovery in sewage management	100%	0	0
Efficiency in collection of sewage charges	90%	0	0

Solid Waste Management Indicators

Indicator	Benchmarks	Current (2011 – 12)	Targets (2012 – 13)
Household level coverage of solid waste management services	100%	40.22	50
Efficiency of collection of municipal solid waste	100%	72	80
Extent of segregation of municipal solid waste	100%	0	10
Extent of municipal solid waste recovered	80%	3.30	10
Extent of scientific disposal of municipal solid waste	100%	0	0
Efficiency in redressal of customer complaints	80%	71.1	79
Extent of cost recovery in SWM services	100%	0	0
Efficiency in collection of SWM charges	90%	0	0

Storm Water Drainage Indicators

Indicator	Benchmarks	Current (2011 – 12)	Targets (2012 – 13)
Coverage of storm water drainage network	100%	67	75
Incidence of water logging/ flooding	0	50	35

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
WARANGAL	A.P.	Sri Vivek Yadav, IAS	O/o. Warangal Municipal Corporation, Warangal	0870 – 2500781 0870 – 2562831	Our wmc@yahoo.co.in

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	42.44	50	57.80	70	0.15	1.5	57.91	45.00	0.67	4.16	95	95	65	75	89.25	95	48.95	60.00

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	50.80	55.80	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	58.13	68	85	90	0	10	0	12	0	0	64.4	70	4.28	10	60	70

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	37.03	50.0	36	12

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Bhupalapalli	AP	Sri. N. Shankar	Nagar Panchayat, Bhupalapalli		

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	30.00	40	35.90	60	-	-	44.50	30	1	1.5	90	95	-	-	37.60	50	40	50

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	70.60	80	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	0	30	100	100	0	10	0	0	0	10	57.8	70	0	11.00	0	10

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	0	30	-	-

VIZAG REGION

13^{th} Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Ichapuram	AP	Sri. K.Y. Ratna Raju	Ichapuram Municipality	9849905782 08947-231176	mc.ichapuram@cdma.gov.in

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	15.27	16.82	45.23	49.75	0.00	0.00	30.13	25.00	1.30	1.30	100	100	87.27	89.00	64.13	65.00	23.87	25

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	69.99	71.59	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	94.5	95	96.69	98.00	0	5	0	2	0	0	83.33	85.00	0	8	0	60

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	55.18	60.00	0	0

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Srikakulam	AP	Sri. P.V. Ramalingeswar	Municipal Office Srikakulam 532001	08942-222334Fax: 08942-222544	commissionersklm@yahoo.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	28.20	30.00	90.0	100	0.50	0.50	20.00	20.00	2.00	2.00	100.0	100.0	80.00	80.00	50.0	50.00	40.00	60.00

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	84	90	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	90	100	95	100	0	25	0	10	0	00	80	80	0	10	0	60

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	95	70	6	5

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Amadalavalasa	AP	Sri.G. Krishna Mohan	Near Vamsadhara Quartes, Amadalavalasa-532185	08942-286208 Fax: 08942-286002	Mcadv-amadalavalasa@yahoo.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	14	15	54	83	0	0	80	78	1	1	100	100	100	100	43	44	53	60

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	74	75	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	94	98	88	92	0	5	0	4	0	0	100	100	0	7	0	50

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	72	75	0	0

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Palasa Kasibugga	AP	Sri. M.V.D. Phani Ram	Palasa Kasibugga Municipality, Palasa	9849905790 08945-241109	mc.palasakasibugga@cdma.gov.in

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	6.9	7.0	21.2	21.2	0.0	0.0	25.0	26.0	2.0	2.0	100	100	86.7	87	23.3	24.0	35.7	36

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	82.1	83	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	94.2	95.0	100.0	100.0	1.9	2.0	0.0	0.25	0.0	0.0	90.3	92.0	1.3	2.0	90.8	95.0

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	25.0	30.0	0	0

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Rajam Nagar Panchayat	AP	Sri. B.Ramu	Rajam Municipal Office, Rajam NP Srikakulam	08941-251060	rajammunicipality@yahoo.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	8.00	10.30	93.30	75.00	0	0	63.90	60.00	1.30	1.30	91.80	91.80	14.9	30	33.94	35.00	28.80	25

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	66.70	70.00	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	82.3	84.0	100	100	0.00	5	0	4	0	0	75	80	25	35.70	65	80

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	57	60	0	0

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
VIZIANAGARAM	Andhra Pradesh	Sri S.Govinda Swamy	Municipal Office, Near Clock Tower	08922-224793	commvzm@yahoo.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	53	55	65	65	3	4	25	23	1	1.5	100	100	77	80	100	100	65	70

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	80	82	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	90	100	90	92	0	50	16	30	0	0	75	78	0	5	0	60

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	75	78	4	0

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Bobbili	AP	K.Prasad	Municipal Office, Bobbili	08944-254213 Fax: 08944-254213	Commissionerbobbilimunicipality@yahoo.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	41.0	45.0	60.0	71.0	1.00	3.00	40.0	35.0	0.45	1.0	98.0	100	60.0	75.0	45.0	55.0	65.0	70.0

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	55	70	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	95.0	100	95.0	100	40	85	25	40	0	0	70	80	10	30	10	80

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	60	70	10	6

G-1277/6

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Parvathipuram	AP	K.G.N. Narasinga Rao	Municipal Office, Near Old Bus stop, Parvathipuram, 535502	08963-229294 08963-22105	Prvprm_02006@yahoo.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	58.40	57.60	101	99	0.0	0.0	43.64	41.65	1.30	1.30	100%	100%	14.90	16.70	44.41	44.79	18.04	22.90

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	73.50	73.70	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	82.00	82.37	98.04	98.04	0.00	5	0.00	4	0.00	0.00	48.00	50.00	0.46	7	71.43	80.00

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	90	90	16	7

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Salur	AP	Sri. Shaik Subhani		9849905794 08964-245352	

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	28.18	35.00	60	70	0.27	1.00	40	30	2.00	2.00	100.0	100.0	78.00	80.00	55.0	60.00	60.00	70.00

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	73	73	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	80	85	90	95	30	35	20	25	0	0	75	78	5%	15	-	5%

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	80	83	3	2

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Anakapalle Municipality	AP	V.Ch. Appala Naidu	Nehru Chowk, Anakapalle 531001	08924-222345 Fax: 08924-226403	Ankple_03011@yahoo.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	13	16	67.08	70.0	0	1%	17.88	15%	2	2	100	100	80.30	85	14.83	50	18.41	50

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	82.30	84.0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	85.93	87	92.5	94.0	0	2%	0	1	0	0	89.80	90	0.89	7	0	60

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	133.50	134.50	4	2

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Bheemunipatnam	AP	Sri. K.Sairam	Bheemunipatnam Municipality, 531163	08933229535 9849905790	bhimunimunicipal@yahoo.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	34.00	38.00	75.0	75.0	0.8	1.00	32.24	30.00	1.00	1.00	81.88	85%	70%	72%	50.67	54	16.04	25

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	64	68	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	78.17	80	90.83	92	0	15	0	5	0	0	78.57	79	0	7	0	60

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	72	80	3	2

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Narsipatnam	AP	P. Simhachalam	O/o Commissioner Narsipatnam, Visakapatnam (Dt), AP	089236220 089236220	Nptm-municipal@yahoo.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	6.58	20	33.00	40.00	0.00	1.00	80.43	78.00	0.5	0.80	88.88	100	80	80	13.59	15.00	100	100

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	-	-	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	41.01	55.00	65.00	70.00	0	0	0	0	0	o	70	80	10.00	20	0	65

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	64.72	75	0	0

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Yelamanchili	AP	Sri.V.Ch. Appalanaidu	Yelamanchili Municipality 531055	9849905796	municipality@ymail.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	4	20	15	75	0	0	70	50	1	1	0	0	0	0	41	50	19	50

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	-	-	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	6.20	20	87	90	0	3	0	3	0	0	0	0	0	5	0	60

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	36.36	40	-	-

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
GVMC	AP	Sri B.Ramanjeneyulu, IAS		08912746300, 2462414	

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	79	85	114	120	21	30	30	25	1	2	99	99	82	85	180	180	84	86

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	97	98	43	60	18	25	43	60	96	98	7	10	85	90	81	85	7	10

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	64	70	76	80	1	13	1	10	0	20	60	65	7.5	25	23	35

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	76	80	15	0

HYDERABAD REGION

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Greater Hyderabad Municipal Corporation	AP	Sri. M.T. Krishana Babu, I.A.S	Office of the Commissioner, GHMC, 1st floor Head Office, CC Complex, Liberty, Hyderabad-500063	040-23224564 Fax No: 23260050	commissioner@ghmc.gov.in

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	66	70	122	122	15	16	38	35	1	1	99	100	52	70	69	80	77	85

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	98	98	36	51	40	50	55	60	99	99	2.9	7.3	56	70	69	80	56	85

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	80	90	80	90	0	20	15	25	0	30	75	80	15	20	65	85

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	45	49	139	109

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Vikarabad	AP	Sri. K. Rajaiah	Opp. Railway Station Vikarabad 501101	08416-252128 08412-253429	mc.vikarabad@cdma.gov.in

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	72.80	80.0	36.50	50.00	0	5.0	46.80	40.0	2	3	62	75.0	72.40	75.0	26.80	40.0	19.30	30.0

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	90.0	95.0	7.30	25.0	0	5.0	0	10.0	0	10.0	0	10.00	70.40	75	0	10.0	0	90.0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	80.1	90.0	78.70	85.0	0	25.0	0	25.0	0	0	73.50	75.0	0	10.0	0	60.00

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	50.00	60.00	2	1

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Kamareddy	AP	Sri. A. Sai Reddy	Municipal Council, Kamareddy -503111	9849907825 08468 226410	mckamareddy@rediffmail.com

Water Supply Indicators

Indicator	Benchmarks	Current (2011 – 12)	Targets (2012 – 13)
Coverage of water supply Connections	100%	43.4	46
Per capita supply of water	135 lpcd	70.9	70.9
Extent of metering of water connections	100%	0	0.09
Extent of non revenue water	20%	23.4	23
Continuity of water supply	24 hours	0.8	0.8
Quality of water supplied	100%	100	100
Efficiency in redressal of customer complaints	80%	80	80
Cost recovery in water supply services	100%	40.7	50
Efficiency in collection of water supply- related charges	90%	40.2	50

Sewage Management (Sewerage and Sanitation)

Indicator	Benchmarks	Current (2011 – 12)	Targets (2012 – 13)
Coverage of toilets	100%	70.6	75
Coverage of sewage network services	100%	0	0
Collection efficiency of the sewage network	100%	0	0
Adequacy of sewage treatment capacity	100%	0	0
Quality of sewage treatment	100%	0	0
Extent of reuse and recycling of treated sewage	20%	0	0
Efficiency in redressal of customer complaints	80%	0	0
Extent of cost recovery in sewage management	100%	0	0
Efficiency in collection of sewage charges	90%	0	0

Solid Waste Management Indicators

Indicator	Benchmarks	Current (2011 – 12)	Targets (2012 – 13)
Household level coverage of solid waste management services	100%	93.4	100
Efficiency of collection of municipal solid waste	100%	95.7	100
Extent of segregation of municipal solid waste	100%	0	10
Extent of municipal solid waste recovered	80%	0	5
Extent of scientific disposal of municipal solid waste	100%	0	0
Efficiency in redressal of customer complaints	80%	80	80
Extent of cost recovery in SWM services	100%	20	35
Efficiency in collection of SWM charges	90%	20	65

Storm Water Drainage Indicators

Indicator	Benchmarks	Current (2011 – 12)	Targets (2012 – 13)
Coverage of storm water drainage network	100%	75	85
Incidence of water logging/ flooding	0	3	1

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Armoor	AP	L. Shivanandam	Municipal Council Armoor, Dist, Nizamabad -503224	08463 222231	municipality_armoor@rediffmail.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	29	35	23.9	60	0	0	54	35	1.5	1.5	91.1	99	94.4	99	53.7	65	71.4	85

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	72.9	85	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	94.2	98	92.8	98	0	10	0	5	0	0	80	80	0	10	0	60

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	79	85	3	1

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Nalgonda	AP	Mohd. Gayasuddin	Nalgonda -508001	9849905911	nlgmcn2011@gmail.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	15	60	91.1	125	0	20	36.3	20	1.0	1.0	80	90	80	90	65	90	75	80

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	79.9	90	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	85	95	85.6	95	1.8	40	2.6	5	0	0	75	90	0.2	7	0	60

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	86	95	8	5

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Suryapet	AP	SRI. B. Srinivas	Municipality 508213	08684-220049	Srpt.mc@gmail.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	6.90	70.00	100.6	110	0	0	30.3	28	0.50	0.50	79.50	80.00	86.20	90.00	44.10	50.00	21.30	50.1

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	62.60	62.60	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	99	99	77.80	80.00	65.70	70.00	13.10	20.00	0.00	0.00	9.20	98.00	9.30	10.00	28.30	40.0

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	61.00	65.00	4	2

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Miryalguda	AP	R. Ram Babu, B.A	Miryalguda Municipality, Dist, Nalgonda, 508207	08689 244266 08689 244266	Mplcm_mig1@yahoo.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	32	50	57.6	64.35	0	1.5	56.6	54	0.8	0.8	100	100	80	80	66.1	75	9.3	50

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	75.9	80	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

0Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	91	100	92.7	100	0	20	0	15	0	0	100	100	2.3	12	0	10

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	29	50	10	0

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Bhongiri	AP	Sri. K.V. Ramana Chary	Bhongir Municipal Council	08685 242341 08685 245912	mc_bhongiryahoo.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	58.86	65.85	50.3	50.3	0	1.4	36.2	36.2	0.8	0.8	89.9	90	100	100	77.7	80	62.4	65

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	76.9	80	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

0Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	93.8	100	99.4	100	36.4	40	29.8	31	0	0	100	100	1.7	3	100	100

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	79	80	3	0

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Kodad	AP	P. Ramachandra Reddy	O/o Municipality road, Kodad Dist, Nalgonda 508206	08683 255445	Kodad.mc@gmail.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	33.1	45	34.2	40	0	0	55	50	0.5	0.5	50	75	55	80	26	35	38.5	40

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	65	70	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	9	90	75	90	0	20	0	5	0	0	75	80	0	0	0	75

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	80	85	4	3

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Nakrekal	AP	Ishaq-ab-Khan	Municipal office, Nakrekal Post, Nalgonda -508211	970136669 08682 252888	nakrekalmunicipality@gmail.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	71	75	68	68	0	0.5	46	40	0.5	0.5	63.4	70	65.7	70	38.8	40	43.4	60

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	76	78	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	39.2	60	92.7	94	0.4	15	0.4	0.15	0	0	62	68	0	0	0	20

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	8	11	0	0

13^{th} Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Huzurnagar	AP	P. Jaithram	Mlg road, Huzurnagar - 508204	08683 241067 08683 242067	hznrp@gmail.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	42.47	45	35	135	0	0	72.6	70	1	1	50	50	88.8	88.8	24.2	30	20.6	40

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	63	65	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	0	25	45.6	50	0	10	0	5	0	0	88.9	90	0	2	0	50

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	68	70	0	0

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Sangareddy (Grade I)	AP	Sri. K.V.R. R. Raja	Sangareddy Municipality 502001	08455-278377	sangareddymunicipality@gmail.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	70.00	75.00	66.00	75.00	0.00	10.00	25.00	20.00	1	1	75	80	85.00	90.00	60.00	65.00	65.00	75.00

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	80.00	83.00	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	70.0	85.0	90.00	95.00	0	20	0	0	0	0	75.00	80.00	0.00	0.00	0.00	0

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	60.00	75.00	0	0

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Siddipet	AP	Sri. K. Kumaraswamy	Municipal Council, Siddipet, Medak Dist, 502103	08457-222440 Fax: 08457-222440	siddipetmunicipality@gmail.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	61.50	63.40	71.0	74.99	0	0	26.25	22.92	0.50	1.00	90.00	92.00	74.00	80.00	19.00	21.09	76.00	78.93

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	80	83	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	82	87.84	80	82.5	10	10	10	12	0	0	95	95	0	0	0	0

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	85	95	0	0

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Sadasivpet	AP	Sri. A. Murthi Prasad	Municipal Council, sadasivpet 502291	9849905918 08455-251418	mc.sadasivpet@gmail.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	**100%**		**135 lpcd**		**100%**		**20%**		**24 hours**		**100%**		**80%**		**100%**		**90%**	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	32.50	40	70	80	-	-	30	28	¾	1	81.40	90	73	80	30.10	50	34	60

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	**100%**		**100%**		**100%**		**100%**		**100%**		**20%**		**80%**		**100%**		**90%**	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	55.90	70	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	**100%**		**100%**		**100%**		**80%**		**100%**		**80%**		**100%**		**90%**	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	95.5	100	96.25	100	0	10	0	6	0	0	80	100	0	15	0	60

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	**100%**		**0**	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	52	60	01	0

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Zaheerabad	AP	Vikram Simha Reddy		9849905919 08451-282032	Municipality.zaheerabad@ gmail.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	49.40	60	80	90	0	0	52.30	42.30	1	1.30	90.00	95	95	99	10	15	40	70

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	88.80	97	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	94	97	90	100	0	50	0	20	0	0	60	90	0	10	0	60

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	70	80	4	0

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Medak	AP	A. Prabhakar	Medak Municipality	08452 220750 08452 220750	cmnrmdk@gmail.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	26.66	28	49.88	55.54	0	0	51.67	43.48	1	1	72	79	68.06	74.03	26.75	35.64	60.64	73.19

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	69.31	80.50	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

0Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	66.37	69.57	78.57	85.03	0	0	0	0	0	0	73.33	80	0	0.23	0	0

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	25.35	34.15	0	0

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Gajwel	AP	K. Kumara Swamy	Gajwel	-	np_gajwel@gmail.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply-related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	48.2	55.16	27.64	48.16	0	0	20	20	0.5	1	67.5	75	51.5	75	70	81.25	33.3	41.66

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	73.6	80	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	35	50	75.9	75	0	0	0	0	0	0	50	80	0	0	0	0

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	0	10	0	0

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Mahabubnagar	AP	Smt. V.V.K. Kumari	O/o Municipal Council Mahabubnagar 509001	08542-242346 08542-246949	mbnrmplty@gmail.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	49.20	51.00	47.94	52.00	0.05	0.06	72.90	62.00	1.30	1.30	93.12	94.00	75	80	25.77	30.00	32.80	40.00

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	74.70	77.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	83.14	85.00	93.19	93.50	0.00	0.00	0.00	0.00	0.00	0.00	100.00	100.00	0.00	0.00	0.00	0.00

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	83.00	85.00	0.00	0.00

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Narayanpet	AP	Sri. N. Sudhamsh	Opp. Govt Jr College Narayanpet 509210	08506-281305	Mlpnrpt123@gmail.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	40	50	46	50	-	-	45	40	0.75	1	70	80	80	85	65	75	65	70

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	60	70	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	50	60	60	75	0	15	0	15	0	0	65	75	0	10	0	60

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	30	40	0	0.3

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Wanaparthy	AP	Sri. R. Venkanna	Wanaparthy 509103	08545-232044 232116	Commissioner.wanaparthy @gmail.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	48.7	60	70	75	0	0	60.0	55	0.75	1.4	62	80	76	80	24.07	30	55.86	70

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	80.7	85	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	85.0	90	82.05	90	0	10	0	8	0	0	85.76	90	0	15	0	70

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	40	50	3	1

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Nagar Kurnool N.P.	Andhra Pradesh	K. Ravi kanth	O/o the Nagar Panchayat, Nagar Kurnool, MBNR Dist	08540-226304	

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	41.3	44	12.5	13.5	0	0	35	35	1	1	83.3	84	80	85	19.8	20	80	80

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	60	65	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	0	40	4.00	4.5	0	0	0	0	0	0	0	0	0	0	0	0

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	0	10	0	0

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Tandur	AP	Sri. T.S.V.N. Thrilleswar Rao	Tandur Municipality 501141	08411-272029	tdrmct@gmail.com mc.tandur@cdma.gov.in

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	46.60	50.0	51.1	60.0	0.00	2.00	57.40	50.00	1.00	1.00	85.00	90.00	80	90	34.1	50.00	31.20	50.0

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	81.20	81.20	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	100	100	100.0	100.0	0.00	20.00	0.00	5	0.00	0.00	80.00	90.00	0.00	8	0.00	60

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	58.00	68.00	1.00	0.00

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Kollapur	AP	R. Venkanna (FAC)	Municipal office,Kollapur - 509102	9849905923	mcklpr@gmail.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	46.7	66.7	33.51	53.51	0	0	27.2	25	0.75	0.75	58.04	70	77.6	80	77.14	90	55.56	75

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	35	70	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	0	50	27.15	50	0	0	0	0	0	0	53.33	70	0	0	0	0

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	28.5	35	1	1

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Jadcherla	AP	Smt. V. V.K. Kumari	O/o Municipal Council, Jadcherla		jdcimplty@gmail.com

Water Supply Indicators

	Benchmarks	Current (2011 – 12)	Targets (2012 – 13)
Coverage of water supply Connections	100%	57.5	59
Per capita supply of water	135 lpcd	21.3	24
Extent of metering of water connections	100%	0	0
Extent of non revenue water	20%	49.36	46
Continuity of water supply	24 hours	1	1
Quality of water supplied	100%	47.5	50
Efficiency in redressal of customer complaints	80%	24.2	50
Cost recovery in water supply services	100%	23.31	25
Efficiency in collection of water supply- related charges	90%	25.24	30

Sewage Management (Sewerage and Sanitation)

	Benchmarks	Current (2011 – 12)	Targets (2012 – 13)
Coverage of toilets	100%	85.3	86
Coverage of sewage network services	100%	0	0
Collection efficiency of the sewage network	100%	0	0
Adequacy of sewage treatment capacity	100%	0	0
Quality of sewage treatment	100%	0	0
Extent of reuse and recycling of treated sewage	20%	0	0
Efficiency in redressal of customer complaints	80%	0	0
Extent of cost recovery in sewage management	100%	0	0
Efficiency in collection of sewage charges	90%	0	0

Solid Waste Management Indicators

	Benchmarks	Current (2011 – 12)	Targets (2012 – 13)
Household level coverage of solid waste management services	100%	68.86	70
Efficiency of collection of municipal solid waste	100%	0	0
Extent of segregation of municipal solid waste	100%	0	0
Extent of municipal solid waste recovered	80%	0	0
Extent of scientific disposal of municipal solid waste	100%	0	0
Efficiency in redressal of customer complaints	80%	43.3	45
Extent of cost recovery in SWM services	100%	0	0
Efficiency in collection of SWM charges	90%	0	0

Storm Water Drainage Indicators

	Benchmarks	Current (2011 – 12)	Targets (2012 – 13)
Coverage of storm water drainage network	100%	0	10
Incidence of water logging/ flooding	0	0	0

s

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Shadnagar	AP	Sri. L. Taj Mohan Reddy	Shadnagar Municipality 509216	8790902471 08548252296	mcshadnagar@gmail.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	47.00	50.00	28.7	45.0	0.00	0.00	40.00	35.00	0.50	0.60	31.25	50.00	20	50	18.25	25.00	54.00	75.00

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	75.00	80.00	20.00	25.00	0	0	0	0	0	0	0	0	33.00	50.00	0.00	0.00	0.00	0.00

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	21.5	50.0	75.00	80.00	0.00	0.00	0.00	0.00	0.00	0.00	33.00	50.00	0.00	5.00	0.00	0.00

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	35.00	40.00	0.00	0.00

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Nizamabad	AP	Sri. C. Ramakrishna Rao	Commissioner, Nizamabad Municipal Corporation	08462-2211001 Fax: 03462-229224	mcnzb@gmail.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	30.20	40.20	90.00	95	0	0.25	30	25	1	1.3	93	97	58.64	70.00	10.47	40.00	30	60

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	80.1	90.1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	52.36	70	90.34	90.34	0	10	0	20	0	0	80	80	6.58	10	0	30

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	22.00	30.00	35.00	24.00

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Bodhan	AP	Sri. T.Venkanna	Bodhan Municipality Nizamabad Dist 503185	08467-222976 Fax:08467-222276	mplcommissioner_bodhan @yahoo.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	40.00	50.00	106.00	110.00	0	0	51.20	45.00	1	1	91.30	94	73.9	76	36.20	40	75.90	80

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	73.60	74	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	95.60	97	90	93	2.10	4	2.5	3	0	1	74.17	76	0.20	0.30	0	0

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	52	60	4	3

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Gadwal	AP	Sri. Jainath Kumar Reddy	Gadwal Municipality	9849907791 08546-272229	Commissioner_gadwal@yahoo.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	38.30	45	50.43	60.00	0	0	60.05	55	1	1	80	100	91.70	91.7	38.5	0	73.79	90

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	58.30	80.00	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	55.00	18	57.14	100	0	10	0	11	0	0	80	100	0	0	0	0

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	52.9	80	5	0

RAJAHMUNDRY REGION

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Amalapuram	AP	Sri.Ch.V.V.S.Bapi Raju	Municipal Office, Opp.Town Police Station, A.G Road, Amalapuram, 533201	08856-233002/2318871 Fax: 08856-231401	Commissioner.amalapuram @gmail.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	40.00	45.00	85.00	87.00	3.25	3.40	21.00	20.00	2.00	2.00	92.00	100.00	80	80	32.00	60.00	76.00	77.00

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	76.53	77.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	60.00	65.00	77.0	77.00	0.00	5	0.00	4	0.00	0.00	80	80	0.00	10	0.00	75

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	51.00	72.00	8.00	6.00

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Tuni	AP	Smt. U. Sarada Devi	Municipal Office, Main Road, Tuni. 533401	08854-253506 Fax: 251244	tunimunicipality@rediffmail.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	26.00	30.00	74.86	80.00	0.83	1.00	30.00	25.00	3.50	3.50	99.00	100.00	94.00	98.00	65.00	70.00	57.00	60.00

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	74.00	80.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	85.00	90.00	80.0	85.00	0.00	10.00	0.00	5.00	0.00	0.00	80	80	0.00	5.00	0.00	65

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	65.00	70.00	0.00	0.00

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Samalkot	AP	Sri. Ch. Srinivasarao Commissioner (FAC)	Pithapuram Road, Samalkot, 533440	0884-2327326 Fax: 0884-2328136	Slo_mpl@rediffmail.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	45.41%	65%	109.70	110	0.2%	5%	35	30	2	2	100	100	80	80	70.80	80	65.2	75%

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	72.80	80	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	75	80	100	100	0	6	0	5	0	0	80	80	0	10	0	50

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	13%	20%	1	0

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
R.C Puram	AP	Sri B.Yesu Babu	Municipal Office, Maon Road, Ramachandrapuram. 533208	08857-242349 Fax: 242123	Rcpm-eg@yahoo.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	9.00	13.00	108	110	0.00	1.00	61.00	55.00	5.00	5.00	100.0	100.0	86.50	90.00	17.23	20.00	74.00	80.00

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	83.40	88.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	78.0	85.0	95.00	100.0	0.00	10.00	0.00	5.00	0.00	0.00	92.43	95.00	0.00	5.00	0.00	75

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	33.00	40.00	0.00	0.00

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Pithapuram	AP	Sri B.Yesu Babu	Municipal Office, Main Road, Amalapuram, 533450	08869-251244 Fax: 251242	Ptp-mpl59@rediffmail.com

Water Supply Indicators

Indicator	Benchmarks	Current (2011 – 12)	Targets (2012 – 13)
Coverage of water supply Connections	100%	35.84	50.00
Per capita supply of water	135 lpcd	70.36	100
Extent of metering of water connections	100%	1.10	3.00
Extent of non revenue water	20%	15.70	10.00
Continuity of water supply	24 hours	2.00	2.00
Quality of water supplied	100%	100	100
Efficiency in redressal of customer complaints	80%	80	80
Cost recovery in water supply services	100%	81.5	90.00
Efficiency in collection of water supply- related charges	90%	12.18%	100.0

Sewage Management (Sewerage and Sanitation)

Indicator	Benchmarks	Current (2011 – 12)	Targets (2012 – 13)
Coverage of toilets	100%	71.46	72.00
Coverage of sewage network services	100%	0.00	0.0
Collection efficiency of the sewage network	100%	0.00	0.00
Adequacy of sewage treatment capacity	100%	0.00	0.00
Quality of sewage treatment	100%	0.00	0.00
Extent of reuse and recycling of treated sewage	20%	0.00	0.00
Efficiency in redressal of customer complaints	80%	0.00	0.00
Extent of cost recovery in sewage management	100%	0.00	0.00
Efficiency in collection of sewage charges	90%	0.00	0.00

Solid Waste Management Indicators

Indicator	Benchmarks	Current (2011 – 12)	Targets (2012 – 13)
Household level coverage of solid waste management services	100%	70.90	90
Efficiency of collection of municipal solid waste	100%	99.60	100.0
Extent of segregation of municipal solid waste	100%	0.00	8
Extent of municipal solid waste recovered	80%	0.00	5
Extent of scientific disposal of municipal solid waste	100%	0.00	0.00
Efficiency in redressal of customer complaints	80%	80	80
Extent of cost recovery in SWM services	100%	8	15
Efficiency in collection of SWM charges	90%	92.30	100.0

Storm Water Drainage Indicators

Indicator	Benchmarks	Current (2011 – 12)	Targets (2012 – 13)
Coverage of storm water drainage network	100%	50.90	55.85
Incidence of water logging/ flooding	0	6.00	5

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Mandapeta	AP	Sri.V.Ravindra	Mandapeta Municipality, Mandapeta, 533308	08855-233058 Fax: 08855-230455	Mndpet_04018@yahoo.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	12.90	15.00	107	110	0.33	1.00	62.00	57.00	4.00	4.30	99.00	100	85.42	90.00	13.5	18.00	90.00	95.00

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	75.00	80.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	99.0	100	96.00	100.0	0.00	20.00	0.00	5.00	0.00	0.00	91.00	95.00	0.00	5.00	0.000	60

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	79.00	85.00	0.00	0.00

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Peddapuram	AP	Sri.D.Chandra Sekar	Peddapuram Municipality, Peddapuram 533437	08852-241329 Fax: 0885224-241329	pdpmpl@rediddmail.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	48.10	50	70	75	1	1	54.67	50	2	2	100	100	62.90	70	34.17	35	46.20	48

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	66.7	70	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	88.23	90	90	90	0	5	0	5	0	0	86.98	90	0	5	0	50

0Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	37.95	40	0	0

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Gollaprolu	AP	Sri. M. Ramohan	Municipal office Near: AT Main Road	08869-231547	

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	30	40	-	-	33.30	40.00	-	-	1.50	0.00	100	100	80	80	31.70	50.00	43.20	80.00

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	61	83	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	-	-	-	-	-	-	-	-	0.00	0.00	-	-	-	-	-	-

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	20.00	40	0	0

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the City/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Mummidivaram	AP	Sri.N.V.Nageswara Rao	Municipal Office, Opp.Fire Station, NH 216, Mummidivaram, 533216	08856-270199 Fax: 08856-270248	

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	8.90	10.00	45.60	45.6	0.00	0.75	31.50	32.00	2.00	2.00	51.50	55.00	80	80	38.78	40.0	50.00	65.00

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	30.18	32.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	-	-	92.31	92.31	0.00	5	0.00	3	0.00	0.00	80	80	0	5	0.00	50

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	37.69	40.00	0.00	0.00

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Bhimavaram	AP	Sri.G.V.V.S Murthy	Municipal office Road, Bhimavaram Municipality, Bhimavaram – 534201	08816-233583 Fax:08816-233980	apusp3@rediffmail.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	66.51	68.57	79.59	87.95	1.06	1.45	36.88	29.88	2.0	2.0	99.39	100	77.97	80	63.75	87.05	98.07	90.96

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	81.9	85.1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	91.17	91.17	91.70	91.70	0	5	0	5	0	0	76.5	83.33	0.02	10	0	60

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	85.2	87.98	0	0

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Palacole	AP	K.V.R.R. Raju	Municipal Council, Palacole	08814222825 08814222825	Pmc_palakol@yahoo.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	62	65	98	98	2.36	5	22.93	20	1	1	95	100	80	80	97	97	90	95

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	85	85	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	90	95	90	94	0	5	0	5	0	0	80	80	0	10	0	50

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	60	65	2	0

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Tadepalligudem	AP	Sri. Ch. Naga Narasimha Rao	Municipal office, Tadepalligudem Municipality, Tadepalligudem-534102	08818229159 08818229159	cmnr.tpg@gmail.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply-related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	54.41	58.21	97.80	115.21	2.46	3.58	30.78	28.29	2	2	100	100	76.30	78	88.76	175.5	85.1	86.2

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	92.5	93.2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	96.08	96.50	96.6	97	0	15	0	10	0	0	76.68	79.28	0.46	0.50	0	60

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	66.90	67.50	40	38

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Narsapur	AP	Ms.P.M. Satyaveni	Narsapur Municipality, Royapeta, 534275	08814273332 08814276720	nmc_gov@yahoo.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply-related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	44.26	50	77.58	85	2.68	4	25	20	2	2	100	100	82.15	85	108	108	84.12	90

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	91	95	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	95	95	100	100	0	10	0	10	0	0	91	100	0	20	0	20

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	48	55	3	0

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Nidadavolu	AP	Sri.G. Sanyasi Rao	O/o Commissioner, Nidadavolu Municipality	08813-221053 08813-221501	nidvol_05027@yahoo.co.in

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply-related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	42.6	45	74.85	75	0.61	0.90	30.45	28	2	2	100	100	73.9	75	48.05	52	45.55	50

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	95.4	97	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	82.9	85	91.1	91.1	0	5	0	5	0	0	79.5	79.5	0	10	0	50

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	42.48	50	3	1

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Tanuku	AP	Sri. B.Balaswamy, M.A	Municipal office, Tanuku, 534211	08819224056 08819224746	Tanuku_municipality@rediffmail.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	30	38	77	85	0.70	1	35.10	33	4	4	100	100	80	80	48	58	90	90

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	90	93	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	85	90	94	95	5	10	0	10	0	0	100	100	0	8	0	50

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	90	95	0	0

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Kovvur	AP	SK. Nabi Saheb	Kovvur Municipality, Near Bus stand, 534350.	08813-221557 08813-231524	kvurcmnr@gmail.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply-related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	28	32	80.34	82	2.61	3.50	37.82	33	4	4	100	100	85.9	90	67.56	73	71.21	80

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	95.2	98	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	95.59	98	89.13	90	0	5	0	5	0	0	96.72	97	0.27	0.50	100	100

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	85	90	0	0

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Jangareddygudem	A.P	Smt.K.V.Padmavathi		8179794249	

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	58	60	38.2	40	0	05.00	41.4	38.7	2	2	100	100	74	75	47.5	50	4.30	5.00

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	-	-	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	8.30	10	36.5	40	0	5	0	5	0	0	-	-	-	-	-	-

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	-	-	0	0

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Machilipatnam	A.P	S. Siva Rama Krishna	Municipality, Machilipatnam. 521001	08672-222856 Fax:08672-222856	Machilipatnam municipality@gmail.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	40.84	50	69.99	70	3.15	6	33.85	30	1.50	1.50	100	100	75	78	108	108	60	70

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	75	78	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	91	93	78	85	0	5	0	5	0	0	80	80	0	15	0	70

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	30	40	27	18

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Gudivada	A.P	N. Pramada Kumar	Municipal Office Gudivada	9849905821 08674-245053	

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	60.05	70	59.40	80.00	6.20	25	53	48	1	1.5	80	82	60.05	75	80	80	70	85

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	71	80	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	83	90	80	90	20	30	0	10	0	10	80	80	10	10	40	40

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	23.90	40	23	20

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Jaggaiahpet	AP	Sri. A. Sankara Rao	Jaggaiahpet, Krishna(Dt)-521175	08654-222042	Jghpet_06032@yahoo.co.in

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	51.45	60	94.34	95	0	2	36	30	2	2	100	100	80	80	50	80	90	95

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	77.20	80	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	95	98	95	100	0	10	0	8	0	0	80	80	4	4.05	20	20

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	70	75	0	0

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Nuzivid	AP	I.V. Ramana	Nuzivid Municipality -521201	08656-232553 08656-232052	Nuzivid_06031@yahoo.co.in

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	50	80	70	80	0	30	27.6	20	1	2	100	100	10	65	12.92	14	80	90

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	70	80	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	85	90	90	95	0	5	0	5	0	0	80	80	0	10	0	60

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	54	65	30	10

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Pedana	AP	T. Brahmaiah	Municipal office, Pedana.	08672-248340 08672-248639	Pedana_06033@yahoo.co.in

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	22.50	23.40	84.3	96.3	0	0	38	33	2	2	90	95	70	75	63.9	59.10	84.7	87.3

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	85.4	85.6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	30.7	72.4	85	92	0	5	0	3	0	0	73	80	9	9	4.70	50

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	22	30	27	21

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Nagara Panchayat, Tiruvuru	AP	I.V. Ramana	Municipal Commissioner, Nagar Panchayat, Tiruvuru-521235	Fax:08673 352038	-

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	48.81	69	50	70	0	12	-	-	100	100	100	100	80	100	70	90	70	90

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	60	80	-	-	-	-	0	0	0	0	0	0	-	-	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	75	100	75	100	0	5	0	5	0	0	-	-	-	-	-	-

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	30	50	0	0

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Vuyyuru	AP	N. Pramod Kumar	Nagar Panchayat Vuyyuru-521165	9849905821	

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply-related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	17.83	20	18.71	18.71	0	3	46.9	46.9	2	2.5	-	-	90	90	50	75	90	90

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	60	75	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	0	50	80	80	0	15	0	20	0	o	80	80	0	20	0	50

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	0	20	30	20

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Nandigama	AP	Sri. M. Sambasiva Rao	Nandigama, Krishna(Dist)-521185	08678-275246	nandigamanagarapanchayat@yahoo.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	61.05	65	68	75	0	2	38	30	1	1	100	100	80	80	50	80	90	90

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	70	80	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	28	40	60	80	0	40	0	8	0	0	80	80	3	3.5	6	20

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	40	60	0	0

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Rajahmundry	AP	Sri.M.Jitendra, M.Com,B.L.,	Commissioner, Municipal Corporation, Rajahmundry	0883-2469477 08832462414	comm_mcr@yahoo.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	39.20	40.00	75.0	77.0	0.80	1.00	63.87	50.00	3.00	3.00	95.00	96.00	68.30	70.00	47.32	50.00	53.52	60.00

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	91.13	93.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	78.0	80.0	93.00	95.00	0.00	25.00	0.00	25.00	0.00	25.00	92.00	95.00	0.00	10.00	0.00	15.00

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	85.00	90	9	5

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Kakinada Municipal Corporation	AP	Sri. V.Ravi Kumar	Commissioner Kakinada Municipal Corporation	7702455229 0884-2340178	kkd_mplcorp@yahoo.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	44.68	55.42	125.31	124.23	3.85	3.89	49.73	45.09	3.00	3.00	100	100	89.83	96.67	207.56	188.77	22.05	61.73

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	87.20	87.40	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	78.80	80.00	78.60	0.00	0.00	10	0.00	8	0.00	0.00	80	80	0.00	20	0	100.00

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	95.80	96.00	57.00	45

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Vijayawada	A.P.	Sri G. Ravi Babu, I.A.S.	JAWAHARLAL NEHRU BUILDINGS, MUNICIPAL CORPORATION, VIJAYAWADA	Phone: 0866 – 2427483, Fax No. 0866 - 2424338	ourvmc@yahoo.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	92.36%	100%	152.47	152.47	7.08	15%	37.15	27	4.00	6	99.63%	100%	95.10%	98 %	70.82%	85%	75.59%	85%

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	97.80	99 %	45.00	85%	46.70	85%	77.90	100%	100	100%	0	10%	81.50	90%	172.50	100%	50.10	80%

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	93.80	100%	99.80	100%	53.7	100%	77.80	80%	100	100	77.89	80%	51.50	70%	65.70	90%

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	85%	90%	32	15

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Yeleswaram	AP	D.Chandara Shekar	Yeleswaram ,Yeleswaram nagar Panchayat pin.No.533429	08868-222044	gpyeleswaram@rediffmail.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	9.80	19.70	10.90	20.90	0	0	83.80	67.60	4	4	100	100	100	100	47.20	48.20	35.80	36.40

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	92	94.60	0	0	0	0	0	0	0	0	0		0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	51.70	57.00	96	100	0	2	0	2	0	0	-	-	0	5	0	60

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	62	64	0	0

GUNTUR REGION

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Tenali	AP	S. Venkata Krishna	Guntur Dist. 522201	9849905830 Fax:08644228748	Apusp29@rediffmail.com mc.tenali@gmail.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	2.9	12	8.5	25	0	1	38.9	25	2	4	100	100	75	80	61	63	78	80

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	94	97	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	90	94	92	95	35	45	0	15	0	10	90	100	20	25	75	85

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	230KM	237KM	4	0

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Narsaraopet	AP	A.V. Veerabadra Rao	Railway Road, Narsaraopet.	9849905831 08647 23865	Nrspet_07035@yahoo.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	52.40	60	114	114	0.30	1	20	20	2	2	100	100	89.70	91	106.45	106.45	71.54	80

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	86	90	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	80	85	93.75	95	20	25	0	0	0	0	90	90	8.79	9	90	90

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	52	65	5	4

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Bapatla	AP	P. Rama Rao	G.B.C. Road, Bapatla-522101	08643223461	Commissioner_bpt@yahoo.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	36.51	40	82	120	0.63	1	22	20	1	1	100	100	78	80	71	80	70	80

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	82	90	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	65	70	76	80	0	20	0	0	0	0	75	80	0	0	0	0

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	50	60	6	1

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Repalle	AP	P.J. Sampath Kumar	Repalle Municipality	08648 224200 08648 222062	Repalle_municipality@yahoo.co.in

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	21.6	24	34.5	38	0	17	57	52	2	2	99.5	99.6	75.4	78	77.6	79	35.7	39

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	81.4	83	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	90.4	95	90.7	95	20.8	25	0	1	0	1	88.3	90	0.9	5	100	100

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	67	70	28	20

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Chilakaluripet	AP	M. Yesu Das	Chilakaluripet Municipality - 522616	08647 257605	Cmc_ckt@yahoo.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	38.60	41	61	63	2.03	4.08	30.44	28	1.50	3	0.97	0.98	84.10	86	117.62	120	90.57	93

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	88.63	90	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	71	73	60.38	62.35	0	20	0	0	0	0	100	100	0.46	0.50	0	0

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	76	80	6	10

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Ponnur	AP	M. Jaswantha Rao	Ponnur Munucipality	08643242013 9819905834	pnurcmnr@yahoo.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	20	25	76	100	0.62	1.0	24.21	20	3	3	94.81	96	94	95	54	60	57.77	70

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	83	90	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	88	90	79	85	0.30	5	0	0	0	0	90	95	0.34	1.0	0	0

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	44	50	0	0

13^{th} Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Mangalagiri	AP	CH. Srinivas	Municipal office, Mangalagiri	9849905836 08645 236015	Mangalagiri_mplty@rediffmail.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply-related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	43.1	45	77.02	85	0	0	41.90	38	1.50	1.50	80.16	82	82.4	80	53.77	56	79.21	80

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	76.6	77	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	96.69	97	90.95	92	0	0	0	0	0	0	85	80	1.35	1.50	0	0

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	76.2	78	3	3

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Macherla	AP	J. Prabhakara Reddy	Mancherla Municipality, Guntur(Dt) 522426	08642 222373 08642 222373	mancherlamunicipal@gmail.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	39.28	43	90.76	90.8	0.1	0.1	43.8	40	2	2	97.7	98	95	96	55.3	90	53.2	55

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	70	70	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	95	95	95	98	0	0	0	0	0	0	95	95	1.6	1.6	0	0

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	68.75	70	9	0

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Sattenapalle	AP	Sri. A. Bhanu Pratap	O/o Sattenapalle Municipality, Sattenapalle, Guntur(Dt)-522403	9849905837 08641-233768	cmnrsapmplty@gmail.com mc.sattenapalle@cdma.gov.in

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	29	49	90	95	1	15	50	35	7	10	65	80	60	72	40	60	45	64

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	60	80	0	10	0	5	0	5	0	2	0	2	20	40	0	2	0	3

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	100	100	100	100	20	50	60	70	0	50	60	70	0	20	0	30

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	75	95	4	2

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Vinukonda	AP	K. Rama Rao	Commissioner, Vinukonda Municipality. Guntur Dist.	9849905835 08646 273656	Municipality.vnk@gmail.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply-related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	23.6	26	59.13	65	0	0	47.5	46	1	1	78.06	80	75.7	85	31.74	33	46.12	48

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	75.6	76	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	96.65	98	91.43	92	0	0	0	0	0	0	89.06	90	0.77	1	0	0

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	41.6	43	2	2

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Piduguralla	AP	T. Jayaramulu Municipal Commissioner	Municipal office, Piduguralla - 522413	9849900755 08649 211444 08649 252107	Pdrl_mplty@yahoo.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	3	15	39.33	80	0	0.016	56	40	2	2	79	100	70	80	0	55	0	90

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	73.5	95	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	80	90	70	80	2	5	1	3	0	0	70	75	11	50	70	85

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	42	80	0	0

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Tadepalli	AP	B. Siva Reddy	Municipal office, Tadepalli	9849905849 08645 272719	Commissioner_tdpl@yahoo.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	29	35	40	70	0	0	40.7	35	1	1.25	90.2	95	95	98	62.2	65	75	80

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	60	70	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	25.6	50	75	85	0	0	0	0	0	0	60	70	0	1.85	0	0

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	16.09	50	0	0

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Chirala	AP	Sri. B. Dev Singh	High school road, Chirala	08594 232327	Chrle_mplty@rediffmail.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	32.31	35	66.9	75	0.33	1	25	22	1.5	1.5	100	100	75	80	62.8	70	60.3	65

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	78.8	80	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	81	85	99.85	100	0.04	1	0	2	0	0	76	80	0	2.5	79.93	80

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	45	55	0	0

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Markapur	AP	M. Ravindra Reddy	Municipal Office, Markapur	9849907259	mkprcmnr@yahoo.co.in

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	11.8	20	25	40	0	10	81.21	75	2	2	98	100	80	80	31.5	40	72.3	85

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	83.67	90	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	86.9	99	100	100	5	25	0	10	0	0	80	80	2	5	46	60

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	72	85	0	0

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Kandukur	AP	K. Phalgun Kumar	Kandukuru Municipality Prakasham(Dist) 523105	08598 222879	Kandukuru_municipality@ yahoo.co.in

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	30	70	97	135	5	10	53	40	1	1.5	90	100	80	80	80	100	80	90

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	60	90	0	0	0	0	0	0		0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	80	98	90	98	0	4	0	0	0	0	80	80	0	0	0	0

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	65	75	7	7

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Addanki	AP	T. Venkata Krishnaiah	Nagara Panchayat Addanki, Prakasham Dist	08593 223369 08593 225003	npaddanki@gmail.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	65	75	54	70	0	10	20	20	1	1	87	100	80	80	80	90	80	90

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	60	75	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	0	50	60	80	0	5	0	5	0	0	80	80	0	10	0	70

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	35	50	6	2

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Chimakurthy Nagara Panchayat	Andhra Pradesh	S. Ravindra Babu	Chimakurthy N.P, Chimakurthy, 523226	08592-273580	Chimakurthy.nagarapanchayat@gmail.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	65	75	65	80	0	5	-	-	0.75	1.00	90	100	70	80	35	60	35	60

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	72	82	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	45	75	45	75	0	15	0	15	0	15	65	80	0	5	0	50

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	47	60	-	-

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Kanigiri Nagara Panchayat	Andhra Pradesh	Sri N. Venkateswarlu	Commissioner, Kanigiri N.P	08402-274461 08402-274461	npkanigiri@gmail.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	18	25	26.94	35	0	1	71.43	50	2	2	100	100	80	80	45.44	50	16.39	20

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	70.4	75	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	58.59	60	-	-	0	1	0	1	0	0	50	80	1.96	10	7	40

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	-	-	-	-

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Gudur	AP	M. Seetharama Rao	Gudur Municipality, ZP high school road, Gudur, SPSR Nellore-524101	08624 252853 08624 250853	Gudur_spsr@rediffmail.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	30	35	70	80	10	10	35	25	1.5	3	99	100	80	80	40	60	80	90

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	85.8	90.8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	53	88	96	98	0	06	0	5	0	0	80	80	6.73	7.02	0	0

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	65	70	2	2

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Kavali Municipality	Andhra Pradesh	Sri. P. Niranjan Reddy	Municipal Office – 524201	08626-245663	Kavali_mpty@rediff.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	14.50	18.90	66	70	0	5	50	40	2	2	95	100	90	94	62	73	90	90

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	79	82	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	100	100	100	100	0	10	0	7	0	0	80	90	0	10	0	60

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	47	60	0	0

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Venkatagiri	AP	P. Palla Rao	Collegemclta, Venkatagiri, SPSR Nellore (Dist)	9849905894 08625 256606	Vmc_municipality@yahoo.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	80	85	50	80	0	25	35.4	25	1.5	2.0	95	96	88.9	89	43.5	60	44.5	60

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	65.4	70	0	0	0	0	0	0	0	0	0	5	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	95	96	90	91	30	32	10	10	0	0	85.31	80	5	5	80	0

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	68	72	3	2

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Atmakur	AP	K. Bhagya Lakshmi	Municipal Office, Atmakur	9000560002	amcmunicipality@gmail.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	44.5	60	15	50	0	20	-	-	2.0	2	-	-	66.7	75	44.5	60	70	90

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	-	-	0	0	0	0	0	0	0	0	0	0	0	20	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	63	70	56.6	70	0	20	0	30	0	20	0	80	0	10	0	60

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	56	70	0	0

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Eluru	AP	Sri. A. Siva Koti Prasad	Canal road I- Town, Eluru	08812 232101 08812 245990	Apusp6@rediffmail.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	47.1	65	135	135	5	6	40.4	30	3	3	100	100	80	90	70	80	70	80

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	87	90	30	30	30	40	0	0	0	0	0	10	50	60	10	30	10	30

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	80	90	80	90	27	40	30	35	20	25	60	70	10	15	0	10

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	75	80	25	20

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Guntur Corporation	AP	Sri. K. Sudhakar	Opp. Gandhi park Municipal Corporation, Guntur	0863 2224202 Fax:0863 2324704	commissioner@gunturcorporation.org

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	53.2	60	88	88	2.1	3	40.1	35	1	1	98	100	92.2	95	88.5	92	67	75

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	86.5	95	14.3	15	50	70	0	0	0	0	0	0	96	99	75.3	80	44.5	50

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	97.8	99	98.1	99	0	0	0	0	0	0	97	99	7.9	10	51.8	70

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	83.1	88	111	50

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Nellore	AP	T.S.R. Anjaneyulu	Municipal corporation, Nellore	08612331379	-

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	55.30	65.30	116	135	05.10	07.00	35.10	30	2	4	100	100	80	80	91	95	60	85

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	90	93	15	15	42	45	0	0	0	0	0	0	91	95	50	60	83	91

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	76	80	95	95	0	5	0	5	0	0	90	90	0	0	0	0

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	80	89	3	0

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Ongole	AP	S. Ravindra Babu	Ongole Municipality, ongole,523001	08592 233072 08592 232189	Apusp24@rediffmail.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	69.55	78.5	130	135	1.36	7	30	25	1	1.3	98	100	80	90	43.35	78.6	43	80

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	88	96	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	100	100	100	100	20	30	10	20	20	30	80	90	4	8	80	90

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	54.83	70	0	0s

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Giddalur	AP	Md. Aslam	Nagara Pachayat, Giddalur - 523257	08406 242080 08406 242434	giddalur_nagarapanchayat @yahoo.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	58.1	65	17.4	25	0	10	52.7	45	2	2	94	100	88	90	56	65	25.7	70

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	36.7	50	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	54.5	95	99.3	100	0	20	0	10	0	10	84	95	0	5	0	60

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	71	75	35	20

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Sullurpet		Sri K Palla Rao	Sullur Pet Municpal Office, Nellore DIstrict	9849905894	

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	32	45	35	60	0	0.06	-	-	1	1.30	-	-	67	80	54	60	30	60

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	-	-	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	55	75	87	95	0	5	0	5	0	0	70	80	0	10	0	60

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	-	-	2	0

ANANTHAPUR REGION

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Hindupur (Spl Grade)	AP	Sri.N.Prabhat Kumar	Hindupur 515201 (AP)	08556-220642 Fax: 08556-220635	hdpmplty@rediffmail.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	28	40	77.95	77.95	0	1	48.72	30	0.52	0.52	93.1	98	92.9	95	62.02	75	17.35	20

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	85.2	90	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	87.9	90	95.53	99	0	10	0	10	0	5	100	100	0	0	0	0

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	25	30	7	1

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Guntakal (Grade I)	AP	Sri. C. Obulesu	Guntakal Municipality	08552 226726	Apsup9@rediffmail.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	35.72	37	71	71	0	0	46	45	0.50	0.50	84	86	72	74	62	64	61	64

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	75.99	75.99	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	72.32	75	78.70	80	7.59	10	7.06	8	0	0	69.05	72	1.59	2	75.31	80

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	61	63	18	16

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Tadipatri	Andhra Pradesh	Sri K. Jayabharath Reddy	Tadipatri – 515411	08558-222229 Fax No. 08558-223001	Commitdp2006@rediffmail.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	36.15	39.00	79.45	82	0	3	25.13	22	2	2	72.27	80	63.75	70	86.22	90	38.91	42

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	78.96	80	57.19	60	71	75	49.70	50	92.1	94	0	0	75	80	-	-	-	-

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	91	93	93	93	0	0	0	0	0	0	78.90	82.00	0	0	0	0

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	56.42	58	1	1

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Dharmavaram (Selection Grade)	AP	Sri. N.Pradeep Kumar	Dharmavaram Municipality	08559-223018 Fax: 08559-223018	dharmavarammunicipality @rediffmail.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	77	85	106	135	10	30	30.7	15	1	2	97.37	100	99	99	36.4	50	76.28	85

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	55.22	70	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	97.26	100	92.85	100	15	25	13	25	0	0	76.55	80	0	10	0	20

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	69	80	4	0

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Kadiri	AP	Commissioner Kadiri	515591	(P) 08494-224091 (F) 08494-221092	Commissioner_kadiri@yahoo.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	22.35	40	35	60	0	0.5	38	25	1	1.30	80	85	75	80	28	38	85	93

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	70	85	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	80	90	65	75	0	10	0	7	0	0	75	80	0	8	0	60

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	70	80	0	0

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Rayadurg	AP	Sri. P.Krishna Murthy	Municipal Officer, Rayadurg	08495-252001 & 254217	Cmnr_rdg@yahoo.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	35.90	40	81.27	85	0	0	27.27	26	1	1	92.58	94	79.4	80	25.55	28	37	40

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	51.55	55	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	78.38	80	61.49	64.20	0	0	0	0	0	0	89.74	90	0	0	0	0

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	63.30	65	0	0

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Madakasira	Andhra Pradesh	Sri. N. Prabhat Kumar	Madakasira 515301	08556-220642 Fax No. 08556-220635	

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	22	30	52	60	0	0	55	45	0.8	1.00	89	90	60	80	11	45	39.00	45

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	25	45	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	0	45	0	45	0	10	0	10	0	5	50	70	0	0	0	0

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	25	30	7	1

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Puttaparthy Nagara Panchayat	Andhra Pradesh	P.S.V. Ramanjaneyulu	Commissioner, Nagara Panchayat, Pin: 515134	08555-287707 08555-286677	ptpcmnr@yahoo.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	60	70	60	65	0	0.5	30	20	4	6	90	100	50	70	0	40	0	60

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	63	75	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	43	60	50	60	0	10	0	5	0	0	46	70	0	10	0	60

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	0	20	0	0

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Gooty	Andhra Pradesh	Sri V. Nataraju	Commissioner, Gooty Municipality, Pin Code 515401	08552 250656, Fax No. 08552 250656	Gooty_mc@rediffmail.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	18	20	28	30	0	0	10	12	0.60	0.60	98	99	67	75	91	92	82	85

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	19	22	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	49	55	99	99	0	0	0	0	0	0	72	75	1.92	2	63.16	68

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	82	85	8	10

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Pamidi Nagara Panchayat	Andhra Pradesh	Sri. C. Obulesu	Pamidi Nagara Panchayat	0852 245001 Fax No. 08552 245001	Pamidi_mc@rediffmail.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	14	16	42.78	43	0	0	42.62	42.62	0.50	0.50	0	0	73.70	74	48.06	50	70	72

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	61.30	63	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	0	0	61.50	65	0	0	0	0	0	0	60	65	0	0	0	0

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	18	20	12	10

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Kalyanadurg Municipality	Andhra Pradesh	Sri. K. Neelakanta Reddy	Commissioner, Kalyanadurg Municipality, Anantapur Dist	08497 – 220077	kldmplty@gmail.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	44.60	50	65	75	0	5	60	50	1	2	70	80	45	70	20	50	20	50

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	30	40	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	0	20	40	70	0	20	0	20	0	0	40	60	0	50	0	60

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	5	30	12	8

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Chittor	AP	Sri. S.S. Varma	Chittor Municipality	08572-232314 Fax:08572-234300	ctrmpl@yahoo.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	25	28	77	77	0	0	62	62	2	2	48	50	79	80	70	70	48	50

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	76.70	79	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	92	94	92	95	0	15	0	8	0	0	78	85	0	8	0	50

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	74.00	77.00	0	0

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Madanapalle	Andhra Pradesh	K. Sakunthala	Avenue Road, Madanapalle-517325	08571-221158 08571-222058,220183	Commissioner_mpl222@yahoo.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	35.5	36.85	45.7	48	0.56	0.56	27.14	26.66	0.67	0.67	85	85	85	88	30.94	34	70.77	83.33

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	79.8	88.6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	84.5	90	95	96	25	35	0	20	0	0	84.3	88	9.9	20	0	0

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	55	70	0	0

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Srikalahasti Municipality	Andhra Pradesh	B. Ajaya Kishore	Gopalavanam Srikalahsti-517644	08578-222621 Fax No. 222621	tdrmct@gmail.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	**100%**		**135 lpcd**		**100%**		**20%**		**24 hours**		**100%**		**80%**		**100%**		**90%**	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	34.6	35.5	62.87	63	1.36	2	32	27	3	4	100	100	80	85	27.27	28	70.82	71

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	**100%**		**100%**		**100%**		**100%**		**100%**		**20%**		**80%**		**100%**		**90%**	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	72	78	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	**100%**		**100%**		**100%**		**80%**		**100%**		**80%**		**100%**		**90%**	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	88	90	92	94	0	10	0	8	0	0	70	75	0	10	0	60

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	**100%**		**0**	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	84	86	0	0

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Punganur (Grade III)	AP	Sri. S. Venkataramana	Punganur Municipality 517247	08581-250277, 250545 Fax: 08581-250545	Cmnr_pm@yahoo.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	52.2	53	35.8	36	0	0	44	44	0.75	0.75	80	80	60	60	23.44	25	50	55

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	92	92	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	90	90.0	68.67	69	0	5	0	0	0	0	100	100	0	0	0	0

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	47	47	0	0

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Palamaner (Grade-III)	Andhra Pradesh	A. Venkateswarulu	Palamaneru Municipality	08579-252217 08579-253123	Commissioner_plmr@gmail.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	42	60	51	51	0	0	35	30	1	1	60	65	85	90	56	60	94	95

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	73	76	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	95	95	95	95	28	45	45	45	0	0	85	85	12	12	40	50

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	88	90	0	0

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Nagari Municipality	AP	Sri. V.Sambasivarao Commissioner	Nagari municipality Prakasam road, Nagari 517590	Phone & fax: 08577-235667	nagarinmc@yahoo.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	24	30	63	67	0	0	34	30	2.00	2.00	95	96	75	80	20	86.5	83	90

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	52	55	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	48	52	50	60	0	10	0	10	0	0	74	80	0	10	0	55

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	83	85	0	0

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Puttur (Grade-III)	Andhra Pradesh	A. Ramamohan Rao	Puttur Municipality, Puttur, Chittoor	08857-221638 Fax No. 08857-220211	Putturmc@yahoo.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	30.80	35	49	55	0	0.o5	60.29	55	1	1	93.70	96	69.4	75	40.15	60	58.76	70

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	81.31	85	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	67.16	70	84.37	87	0	20	0	10	0	0	64.97	70	0	10	0	70

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	50	55	2	1

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Nandyal	AP	Sri. P. Chandra Maheswar Reddy	R.T.C Bus Stand Road, Nandyal, 518501	08514-2292295	apusp21@gmail.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	93.4	96	87.96	97.96	2.17	3.5	24.1	23	21	22	98.4	98.4	77.6	79	24.4	25	78.96	80

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	71.2	77.2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	96.6	96.6	97.2	97.2	63.33	65	13.9	15	0	0	82.89	85	0	15	0	60

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	75.2	80	35	32

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Adoni	AP	Smt. M.S.R. Jyothi	Adoni Municipality, Adoni – 518301	08512-252246 08512-25	adnmpity@rediffmail.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	45	60	105	120	0	5	25	20	1.50	2.00	97	98	80	90	48	61	90	95

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	72	80	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	63	90	96	98	0	15	0	8	0	0	85	98	0	8	0	60

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	75	85	10	5

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Yemmigannur	AP	Sri. B.Rammohan	Commissioner, Yemmigannur Municipality, Yemmigannur – 518360	08512-255050 08512-228050	Commissioner_ygr@yahoo.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	36	45	115	118	1.0	2.0	45	43	4	4	95	98	65	70	48	50	55	60

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	79	83	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	70	75	70	80	0	30	0	20	0	0	49	52	6.0	10	49	53

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	52	65	6	3

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Dhone Municipality	AP	Sri. K.Nageswar Rao	Dhone Municipality	08516-223281 Fax: 08516-223280	Commissioner_dhone@yahoo.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	43	50	60	70	0	0	52	45	2.00	2.50	85	90	60	65	50	60	45	60

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	69	75	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	80	85	85	90	0	20	0	10	0	0	70	80	0	0	0	0

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	45	60	10	5

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Banaganapalli	AP	Sri. K.Srinivasa Rao	Banaganapalli Nagar Panchayat, Kurnool dist - 518124	08515-227353 Fax: 08515-227240	Bplli786@gmail.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	25	35	52	60	0	0.16	75	60	3	3.5	80	85	75	80	59	65	71.50	80

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	80	70	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	67	70	90	95	0	5	0	5	0	0	60	70	0	10	0	50

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	10	20	0	0

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Atmakur Nagar Panchayat	Andhra Pradesh	Sri G. Raja Sekhar	Atmakur N.P. Beside Girls High School, Main Road, Atmakur, Kurnool Dist	08517-283358	Atmakur.commissioner@rediffmail.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	27.11	35	22.91	40	0	0	63	35	1	1	74.52	90	68.89	75	9.61	25	44.39	70

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	43.19	65	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	14.78	25	84.13	85	0	0	0	0	0	0	75	80	0	0	0	0

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	4	9	0	0

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Nandikotkur Municipality	Andhra Pradesh	Sri P.V.V.S. Murthy	Nandikotkur Municipality, Kurnool Dist	08513-280319	Ndk_municipality@yahoo.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	37.29	40	46.81	50	0	0	38.46	35	1.20	1.20	73.77	100	68.70	80	21.2	25	56.79	70

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	68.56	80	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	8.67	12	82.19	90	0	0	0	0	0	0	73.85	80	0	0	0	0

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	58	65	6	6

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Allagadda	AP	P. Chandramoleshwar Reddy	Nagar Pachayat Office, Ahobilam road, Allagadda - 518543	08519 220006 08519 220496	algnpl@gmail.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	40	60	130	130	0	10	25	20	2	4	100	100	98	98	63	75	100	100

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	70	75	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	16	50	62	70	0	25	0	10	0	0	80	100	0	10	0	60

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	50	60	20	10

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Gudur Nagara Panchayat	Andhra Pradesh	Sri G.V. Balaji	Nagar Old Bustand, Beside of Police Station, Gudur, Kurnool (Dist) Pin: 518466	08525-239039	gudurnagarapanchayat@gmail.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	14.89	25	12.12	20.25	0	0.23	30	25	2	2	85.14	90	78	80	0	10	25	31

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	50	65	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	14.78	25	64.13	85	0	10	0	10	0	0	75	80	0	10	0	50

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	64	70	0	0

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Proddutur	AP	Sri. G.Venkata Rao	Municipal Office, Proddutur – 516360	08564-251047 & 08564-251976	Mpl_proddatur@yahoo.co.in

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	30.87	35.46	73.95	84.7	0	0	38.71	31.19	2.5	2.5	100	100	94.23	95.40	57.82	60.00	66.44	66.44

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	78.62	87.89	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	87.87	98.44	98.89	98.89	0	10	0	0.14	0	0	70	75	0	10	0	70

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	80	88.16	8	5

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Pulivendula	AP	Sri. A.Venkateswarlu	D.No:4-8-255,Municipal Office, Ambakapalli Road, Pulivendula - 516390	08568-286267 08568-280233	Municipality_plvd@yahoo.co.in

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	58	70	60	100	0	5	40	30	1	2.0	80	85	70	75	16	75	80	85

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	73	80	70	70	50	60	100	100	80	80	0	5	80	80	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	87	90	90	92	8	10	8	10	0	5	80	80	0	0	0	0

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	30	30	0	0

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Jammalamadugu Nagar Panchayat	AP	Sri. K.T.Sudhakar	Jammalamadugu Nagar Panchayat, Proddutur Road	08560-278606 Fax: 08560-278606	Jmdnp5@gmail.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	37	48	130	130	0	0	46	36	6	6	95	97	78	80	35	65	30	65

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	75	75	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	95	95	95	95	10	15	0	10	0	0	74	80	0	10	0	70

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	75	75	6	3

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Rajampet	AP	Sir.C.Satya Babu	Commissioner, Rajampet, Kadapa Dist	08565-251400	Rjp_comm@yahoo.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	45.7	60.00	58.2	80	0	2.00	55.20	40	4	5	80	84	87.40	90.00	24.60	30.00	35.00	90.00

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	70	80	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	60	80	74.65	80.00	0	10	0	0	0	0	60	65	0	0	0	0

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	32	35	0	0

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Rayachoty (Grade III)	AP	Sri. Mr. A.Venkat Rao	Municipal office- Rayachoty	08561-251144 Fax: 08561-251144	rctmpl@gmail.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	20.6	45	66.1	70	0	0	100	40	1.50	2.00	78	90	89	90	0	25	0	25

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	69.5	80	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	65.3	75	82	95	17	40	0	20	0	0	80	80	0.1	20	0	20

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	70	90	3	0

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Basvel (3 RD Grade)	AP	Sri. V.Modakonda	Sastry Nagar, Behind TTD Kalyana Mandapam	Ph & Fax: 08569-283255	badvelmunicipality@gmail.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	35	50	39	45	0	0	69	40	1.5	1.3	85	30	70	79	50	70	50	60

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	50	55	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	60.0	70	80	85	10	20	0	0	0	0	80	80	0	0	0	0

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	10	30	0	0

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Mydukur	AP	Sri. G.Venkat Rao	Municipal Office Mydukur 506172	08564-231299	mpl.mydukur@gmail.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	21.85	24.57	45.95	51.75	0	0	29.93	26.25	3	3	0	100	94.3	94.3	91.6	91.6	4.4	4.34

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	54.29	60.04	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	0	80.15	74.35	99.54	0	0	0	0	0	0	87.5	87.5	0	0	0	0

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	59.76	59.78	6	6

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Tirupathi	Andhra Pradesh	T. Prasad, M.Sc.,	Municipal Corporation, Tirupathi-517501	0877-2220233 & 0877-227208	Commissioner.mct@gmail.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	39	42	88	88	4	5	32	31	0.5	0.75	90	90	88	90	49	50	23	40

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	76	80	45	60	88	90	100	100	93	93	5	5	92	93	69	70	60	65

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	41	45	96	97	7	10	6.5	7	0	0	88	90	0.4	10	10	60

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	70	75	0	0

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Kadapa Mpl Corp	AP	Sri. B.Srinivasulu Commissioner (FAC)	R.S Road, Kadapa 516001	088562-242293	apusp@rediffmail.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	39	39.50	130	132.5	1	1.3	30.42	27.42	3	3	99	99	87	90	60	75	80	85

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	85	85	25	78.93	0	50	0	50	0	80	0	10	10	80	0	20	0	20

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	69	75	86	92	16	20	10	12	0	0	31	35	1.3	2.0	95	95

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	40	70	8	6

13th Finance Commission: Declaration of Service Level Standards Notification Format

Name of the city/ULB	State	Name of the Municipal Commissioner / Chief Executive Officer	Postal address with PIN code	Phone & Fax nos.	Email id.
Kurnool Municipal Corporation	AP	Sri. P.V.V.S.Murthy	Kurnool Municipal Corporation, N.R.Peta, Kurnool. 518001	08518-221848 Fax: 08518-221764	Apusp16@rediffmail.com

Water Supply Indicators

	Coverage of water supply Connections		Per capita supply of water		Extent of metering of water connections		Extent of non revenue water		Continuity of water supply		Quality of water supplied		Efficiency in redressal of customer complaints		Cost recovery in water supply services		Efficiency in collection of water supply- related charges	
Benchmarks	100%		135 lpcd		100%		20%		24 hours		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	44.3	50	112.25	112.25	3.5	4	25.09	25	1.5	1.5	100	100	80	80	50	55	68.18	75

Sewage Management (Sewerage and Sanitation)

	Coverage of toilets		Coverage of sewage network services		Collection efficiency of the sewage network		Adequacy of sewage treatment capacity		Quality of sewage treatment		Extent of reuse and recycling of treated sewage		Efficiency in redressal of customer complaints		Extent of cost recovery in sewage management		Efficiency in collection of sewage charges	
Benchmarks	100%		100%		100%		100%		100%		20%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	74	85	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Solid Waste Management Indicators

	Household level coverage of solid waste management services		Efficiency of collection of municipal solid waste		Extent of segregation of municipal solid waste		Extent of municipal solid waste recovered		Extent of scientific disposal of municipal solid waste		Efficiency in redressal of customer complaints		Extent of cost recovery in SWM services		Efficiency in collection of SWM charges	
Benchmarks	100%		100%		100%		80%		100%		80%		100%		90%	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	71.22	75	90	92	0	20	0	20	0	20	79.63	80	0	30	0	20

Storm Water Drainage Indicators

	Coverage of storm water drainage network		Incidence of water logging/ flooding	
Benchmarks	100%		0	
	Current (2011 – 12)	Targets (2012 – 13)	Current (2011 – 12)	Targets (2012 – 13)
	12	20	32	32

Dr. VIJAY KUMAR,
Secretary to Government.

Printed and Published by the Commissioner of Printing, Govt. of Andhra Pradesh, at Govt. Central Press, Chanchalguda, Hyderabad.